



# Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91014	Yum! Restaurants Australia Pty Ltd

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	670	464	69.25
Employer satisfaction	190	176	92.63

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

2014 returned a higher response rate than previous years from both learners and employers as well as higher ratings in each category. A change in our collection process towards the end of 2014 to online submission has assisted this and should see an even better result for 2015.

SIR30212 were the highest responding group providing overwhelming feedback about their enjoyment in learning new skills and additional coaching and support during their workplace assessment visits.

## 2. Survey information feedback

### What were the expected or unexpected findings from the survey feedback?

Numerous continuous improvement initiatives were introduced in 2014 so we had expected an increase in our scores, though seeing this in every category from both groups of respondents was a delight. Additional validation and moderation activities within the RTO team have contributed to the alignment of results between states. A high number of learners commented on the impact the traineeship has had on their confidence and sense of achievement which is fantastic.

### What does the survey feedback tell you about your organisation's performance?

Continuous improvement activities are returning the desired outcomes and overall the organisation is happy with the performance of the RTO team. Store teams would like more assistance in the scheduling and preparation for visits, though they appreciate the coaching and support they receive from the RTO team.

### 3. Improvement actions

#### What preventive or corrective actions have you implemented in response to the feedback?

Online learning content is being updated in 2015 to ensure currency with the business. The RTO leadership and quality teams will work through feedback in more detail to identify ways to assist store teams in streamlining the traineeship process further and overall RTO operations.

#### How will/do you monitor the effectiveness of these actions?

Online surveys allow for regular monitoring of feedback. Results to be shared at all team meetings to review and action as required.